

**Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
October 20, 2005
*Minutes***

County Attendees: **Jackie Bennett**, Racine Co.; **Sheila Drays**, Dodge Co.; **Joanne Faber**, Washington Co.; **Tim Gessler**, Winnebago Co.; **Liz Green**, Dane Co.; **Jane Huebsch**, Marathon Co.; **Ed Kamin**, Kenosha Co.; **Doreen Lang**, Wood Co.; **Bob Macaux**, Florence Co.; **Chris Machamer**, Waupaca Co.; **John Rathman**, Outagamie Co.; **Amy Roland**, Outagamie Co.; **Sue Schmitz**, Waukesha Co.; **Cindy Sutton**, Rock Co.

State Attendees: **Gail Chapman**, DHFS/OSF; **Bernadette Connolly**, DHFS/BEM; **Brian Fangmeier**, DHFS/BEM; **Thersa Fosbinder**, DHFS/BEM; **John Haine**, DHFS/BEM; **Jim Jones**, DHFS/BEM; **Gerry Mayhew**, DWD; **Christina Martin**, DWD; **Mike McKenzie**, DHFS/BEM; **Amy Mendel-Clemens**, DHFS/BEM; **Evie Ryan**, DHFS/BEM

Administrative Items

- The November IMAC meeting has been canceled. The Workload and Finance Sub-Committee will have an all day meeting on that date instead.
- August and September minutes were approved.
- SeniorCare will continue thru June 2007. Seniors enrolled in SeniorCare do not have to enroll in a Medicare Part D prescription plan until that time, and will not be penalized.
- The Federal Government has approved funding to continue SLMB+ for the next two years.
- One of the HMOs in Wisconsin sent letters to BadgerCare recipients telling them to call their local agency and renew their benefits or risk losing them. DHFS is aware that this letter went out and has asked the HMO to stop sending the letters.

Sub-Committee Updates

Quality Assurance

See handout below.

With regard to the Liquidated Damages for uncorrected case errors, local agencies asked if DHFS would be willing to find and fix these errors themselves rather than imposing the damages. This would require DHFS taking over the administration of running eligibility and possibly charging the agencies \$250 for each correction. This also raises the question of who gets the 15% incentives if DHFS administers eligibility.

Agencies requested that DHFS provide analysis of the number of cases per agency that DHFS finds in error, so that agencies will know how they may be affected by the new liquidated damages section of the state and county contract.

Local agencies also asked if there would be a waiver of hold harmless during the time that they are switching from CARES to the CARES WorkerWeb, as was done for the CRN to CARES switch. The QA Sub-Committee will discuss this issue at their next meeting.

Training and Technical Assistance

The Training and Technical Assistance Sub-Committee has canceled their October meeting. This sub-committee has been working on the CWW 1.4 rollout for January. Some of the items included in this rollout include:

- ☐ Asset Assessment
- ☐ Add/Delete Person Update
- ☐ Query Screens
- ☐ Case Transfer
- ☐ Child Support Summary Screen

Some changes are being made to the PTS learning center website, it will now include some of the sites that were previously accessible only through the DWD site before now.

Local agencies are concerned that there may be more mandatory trainings in the future surrounding the CWW and error reduction initiatives. DHFS agreed that training pieces will be approved by IMAC before being mandated.

Payment Accuracy Update

The statewide error rate thru June is at 5.25%. DHFS has received permission from USDA to reinvest the 2004 at-risk money imposed by the feds.

CWW Update

As of October 20 every agency is live on the CWW, and about 46% of the cases have been transitioned. The Eastern Region is set for mandatory transition by the end of October, and the SouthWestern Region will follow.

An asset assessment will be added on January 1, 2006 that includes:

- Person delete
- Absent parent page
- Process help
- Child support summary screen
- Case move page
- ACCR screen

CWW 2.0 and ACCESS 3.1, which will enable clients to apply online will be ready for implementation around May or June of 2006.

Strategic Adaptation Roundtables

[View PowerPoint Presentation.](#)

ACCESS Update

[View PowerPoint Presentation.](#)

IMAC QA Subcommittee
Status Report: October 20, 2005

- I. Customer Service Surveys**-In addition to the local agency feedback process, the Department is seeking information about agency customer service. Further discussion will occur as the survey process is developed.
- II. QA Performance Standards to Replace QAP**-The Quality Assurance Plan (QAP) requirement will be replaced in the contract with performance standards. The performance standards include:
- IM agencies are required to ensure that all Medicaid and FoodShare applications are processed within 30 days, and that expedited FoodShare benefits are processed within seven days.
 - The standard for timely processing is 95%.
 - IM agencies are required to complete 100% of the Medicaid and FoodShare Second Party Reviews as defined by the Department.
- III. Liquidated Damages for Uncorrected Case Errors**- Case specific errors may be identified through the FoodShare Quality Assurance (FSQA) Review, Medicaid Eligibility Quality Control (MEQC) Review, and Payment Error Rate Measurement (PERM) Review. IM case specific errors must be corrected as identified through these reviews which could include termination of current and future benefits, the calculation of overpayment amounts and claims establishment or restoration of benefits that were incorrectly under-issued, denied or terminated.

The CY2006 IM Appendix provides that when the Department identifies an error in benefits, the agency will have 30 calendar days from receipt of written notification of the error to correct the error. If the error is not corrected within the 30 days, liquidated damages will be assessed.

- The amount of the liquidated damages will be \$250 per case.
- For each additional thirty days the IM agency fails to correct the case specific error, and additional \$250 in damages may be assessed.
- Further, if DHFS corrects the error, additional liquidated damages will be assessed in the amount of \$250 per case.

Similarly, when the Department identifies an overpayment which requires claims establishment, the IM Agency will have thirty calendar days from receipt of notification to calculate the overpayment and establish a claim.

- If the overpayment claim is not established within the 30-day time period, damages will be assessed in the amount of \$250 per case.
- For each additional 30 days that the claim is not established, additional damages will be assessed in the amount of \$250 per case.
- Further, if the Department takes action to calculate the overpayment and establish the claim, additional liquidated damages will be assessed in the amount \$250 per case.

IV. MA/FS 2nd Party Review Process

- Reviewing work of a BEM implementation workgroup
- Combine/compliment reviews as much as possible
- Identified an issue with 1% being equivalent to 3 case review/ESS/month
- Will continue with review of process as it is developed

Agency	Sample Size	Error Cases	Case Error Rate	Allotment	Error Amount	Payment Error Rate
Adams	3	0	0%	\$334	\$0	0.00%
Ashland	4	0	0%	\$241	\$0	0.00%
Barron	9	1	11%	\$1,096	\$28	2.55%
Brown	29	2	7%	\$5,336	\$102	1.91%
Buffalo	1	0	0%	\$149	\$0	0.00%
Burnett	3	0	0%	\$698	\$0	0.00%
Calumet	1	0	0%	\$386	\$0	0.00%
Chippewa	11	2	18%	\$2,460	\$179	7.28%
Clark	1	0	0%	\$351	\$0	0.00%
Columbia	5	0	0%	\$1,183	\$0	0.00%
Crawford	3	0	0%	\$289	\$0	0.00%
Dane	44	3	7%	\$7,557	\$263	3.48%
Dodge	8	1	13%	\$1,810	\$37	2.04%
Door	6	0	0%	\$1,159	\$0	0.00%
Douglas	7	1	14%	\$1,429	\$69	4.83%
Dunn	4	0	0%	\$1,361	\$0	0.00%
Eau Claire	15	1	7%	\$3,207	\$80	2.49%
Fond du Lac	10	1	10%	\$1,503	\$42	2.79%
Grant	2	1	50%	\$404	\$148	36.63%
Green	2	0	0%	\$406	\$0	0.00%
Green Lake	2	0	0%	\$382	\$0	0.00%
Iowa	5	1	20%	\$837	\$72	8.60%
Jackson	1	0	0%	\$187	\$0	0.00%
Jefferson	7	3	43%	\$1,619	\$294	18.16%
Juneau	3	0	0%	\$503	\$0	0.00%
Kenosha	31	3	10%	\$5,947	\$226	3.80%
LaCrosse	16	2	13%	\$2,253	\$230	10.21%
Lac du Flambeau	1	0	0%	\$255	\$0	0.00%
Langlade	2	0	0%	\$513	\$0	0.00%
Lincoln	6	0	0%	\$822	\$0	0.00%
Manitowoc	4	1	25%	\$539	\$43	7.98%
Marathon	13	2	15%	\$2,462	\$200	8.12%
Marinette	4	1	25%	\$506	\$125	24.70%
Marquette	1	1	100%	\$256	\$55	21.48%
Menominee	1	0	0%	\$403	\$0	0.00%
Milwaukee	310	46	15%	\$63,146	\$3,661	5.80%
Monroe	5	1	20%	\$924	\$74	8.01%
Oconto	6	0	0%	\$1,566	\$0	0.00%
Oneida	4	1	25%	\$651	\$84	12.90%
Outagamie	10	2	20%	\$1,565	\$262	16.74%
Ozaukee	4	2	50%	\$481	\$145	30.15%
Pepin	2	0	0%	\$150	\$0	0.00%
Pierce	3	0	0%	\$941	\$0	0.00%
Polk	2	0	0%	\$281	\$0	0.00%
Portage	9	1	11%	\$1,435	\$71	4.95%
Price	3	0	0%	\$728	\$0	0.00%
Racine	29	7	24%	\$5,675	\$259	4.56%
Richland	4	1	25%	\$372	\$106	28.49%
Rock	27	2	7%	\$4,789	\$130	2.71%
Rusk	2	0	0%	\$53	\$0	0.00%

Sauk	6	0	0%	\$1,689	\$0	0.00%
Sawyer	3	0	0%	\$637	\$0	0.00%
Shawano	2	0	0%	\$28	\$0	0.00%
Sheboygan	10	0	0%	\$1,931	\$0	0.00%
Sokaogon	1	1	100%	\$201	\$32	15.92%
St. Croix	2	0	0%	\$418	\$0	0.00%
Trempealeau	4	1	25%	\$290	\$26	8.97%
Vernon	3	0	0%	\$470	\$0	0.00%
Vilas	3	1	33%	\$836	\$64	7.66%
Walworth	9	1	11%	\$1,529	\$301	19.69%
Washington	8	1	13%	\$1,148	\$109	9.49%
Waukesha	15	1	7%	\$1,754	\$34	1.94%
Waupaca	6	0	0%	\$999	\$0	0.00%
Waushara	1	0	0%	\$149	\$0	0.00%
Winnebago	17	3	18%	\$2,472	\$147	5.95%
Wood	13	2	15%	\$3,417	\$157	4.59%
Total	788	101	13%	\$149,568	\$7,855	5.25%

